

COMMUNICATION SKILLS UNIT (2) Q&S

→ What is Communication?

- ◆ Communication is the process of exchanging information, ideas, or thoughts between individuals or groups through various channels, such as verbal, nonverbal, and written means.

→ Why are Communication Skills important?

- ◆ To secure an interview.
- ◆ To get the job.
- ◆ To do your job well.
- ◆ To advance in your career and earn promotions.

→ What are the methods of oral communication?

- ◆ a private discussion
- ◆ a conversation over lunch
- ◆ a gossip in the lift
- ◆ a telephone conversation
- ◆ a chance meeting in the corridor
- ◆ an informal gathering of staff
- ◆ instructing subordinates

→ What are listening skills?

- ◆ Listening skills refer to the ability to effectively receive, interpret, and respond to spoken messages.

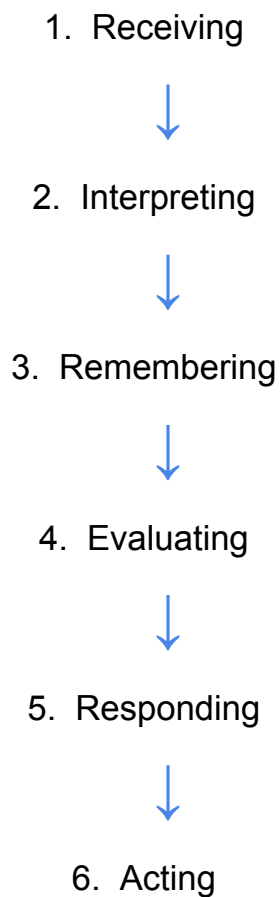
→ Some Tips Of Listening Skills

- ◆ Maintaining eye contact and attentive body language.
- ◆ Avoiding interrupting the speaker.
- ◆ Asking questions for clarification.
- ◆ Summarizing the speaker's message to demonstrate understanding.

- ◆ Avoiding distractions, such as checking your phone or email during conversations.

→ What are the listening process?

- ◆ **Receiving.** Hear the message physically and take note.
- ◆ **Interpreting.** Infer the speaker's meaning, based on your own experiences and expectations.
- ◆ **Remembering.** Store the message for future reference.
- ◆ **Evaluating.** Consider the points mentioned and assess their importance.
- ◆ **Responding.** Evaluate the speaker's message & react soon or later.
- ◆ **Acting.** Put all promised action in writing and deliver your promises.



→ What are Barriers to Effective Listening?

- ◆ Pre-judgement.
- ◆ Selfishness.
- ◆ Selective listening.

→ What are Techniques for Effective Listening?

- ◆ Prepare to listen.
- ◆ Avoid pre-judgement.
- ◆ Be open-minded.
- ◆ Establish eye contact.
- ◆ Don't interrupt.
- ◆ Watch for signals.
- ◆ Judge content, not delivery.
- ◆ Extract key points.
- ◆ Give feedback.
- ◆ Block out distractions.

→ What is non-verbal communication?

- ◆ Non-verbal communication refers to the transmission of information or messages through means other than spoken or written language.
- ◆ Non-verbal communication is an essential part of communication as it can convey emotions, attitudes, and intentions that words may not express.
- ◆ Non-verbal communication is used in various contexts such as personal relationships, business settings, and social interactions.

→ What are Non-verbal communication techniques?

- ◆ **Posture:** The way people stand or sit.
- ◆ **Facial expressions:** smile, raised eyebrows, frown.
- ◆ **Gestures:** nodding, shaking your head, folding your arms.
- ◆ **Eye contact:** openness, honesty, confidence / unsure and uncomfortable.

- ◆ **Touching** conveys warmth, reassurance, support, encouragement and comfort.

→ How to improve your non-verbal communication skills?

- ◆ Be honest, especially when communicating emotions.
- ◆ Use a firm, friendly handshake when meeting new people.
- ◆ Maintain eye contact with your entire audience.
- ◆ Reinforce your words with tones and gestures.
- ◆ Be aware of your posture.
- ◆ Use appropriate gestures to support your points.
- ◆ Imitate the posture and appearance of people you want to impress.
- ◆ Show respect for speakers and listeners.

→ key to making effective telephone calls?

- ◆ planning

→ What are the tips for Making effective calls?

◆ **Before calling:**

- Choose the right time to call.
- Check the number. Plan your call.
- Be prepared.
- Avoid interruptions.

◆ **During the call:**

- Be courteous and establish a rapport.
- Put a smile on your voice.
- Check your notes.
- Close in a positive, courteous manner.

◆ **After the call:**

- Make notes.
- Take action.

→ What is voicemail?

- ◆ **Voice mail** is a telecommunications service that allows callers to leave a recorded message when the person they are trying to reach is unavailable or does not answer the phone.

→ Voicemail is also known as '**voice processing**'.

→ What are the Tips to record an effective voice mail greeting?

- ◆ **Keep it brief.** Not longer than 20–30 seconds.
- ◆ **State action clearly.** What you want callers to do.
- ◆ **Be professional.** Businesslike voice but bright & friendly.
- ◆ **Give helpful options.** Don't give too many options.
- ◆ **State logical actions.**
- ◆ **Respond promptly.** At least within 24 hours.
- ◆ **Update your personal greeting.** Give a special announcement.

→ What are the Tips to leave an effective voicemail message?

- ◆ **Keep it simple.** The main idea, your name & number
- ◆ **Be professional.** Speak slowly, precisely and clearly.
- ◆ **Replay your message.** Make sure your recorded message is clear and contains all the essential details.